

SPOKANE TRANSIT AUTHORITY (STA)

PARATRANSIT NO-SHOW POLICY

Under the Americans with Disabilities Act of 1990 and STA's Rules of Conduct, when a customer establishes a pattern or practice of No-Shows for Paratransit trips, he/she risks suspension from service for a period of time.

A pattern or practice of No-Shows is automatically established when a customer fails to cancel three (3) or more trips during a monthly period **and** has been charged a No-Show for 10% or more of his/her trips for the month.

A No-Show occurs when a customer:

- Is not at the requested pick-up address, and the van driver cannot locate the customer; or
- Is at the requested pick-up address but is not ready to board the van within five (5) minutes of the arrival of the on-time van; or
- Has not called to cancel the trip a minimum of one (1) hour before the scheduled pick-up time.

Effective January 1, 2017, if the initial trip of the day is a No-Show, all remaining trips for the day will remain scheduled unless the customer cancels them. It is the customer's responsibility to contact STA's Paratransit Reservations at (509) 328-1552 to cancel the return trip and/or other trips scheduled for the day.

The customer will receive a call from STA's automated call system approximately 5 minutes after the No-Show is noted in the scheduling software.

Warnings and Suspensions

Establishing a pattern or practice of No-Shows will result in warning and suspension penalties. Penalties are progressive, which means the severity of the penalty increases as long as the pattern and practice of No-Shows continue. Each penalty will be calculated based upon the customer's No-Show history over the previous 12-month period.

Warnings and suspensions shall be imposed as follows:

- 1st penalty – Warning Letter
- 2nd penalty – Seven (7) day suspension from Paratransit service
- 3rd penalty – Fourteen (14) day suspension from Paratransit service
- 4th penalty – Twenty-one (21) day suspension from Paratransit service
- 5th penalty – Twenty-eight (28) day suspension from Paratransit service

At no time will the suspension period exceed 28 days, and customers will receive no less than a 15-day notice of a suspension before it starts.

Please note that all No-Show warnings or suspensions may be appealed through an administrative review by contacting the Paratransit Administration office at (509) 325-6026.

Early Arrival and Waiting Times

The Van Operator will only wait for five (5) minutes once the van arrives at the customer's pick-up location. If the van arrives early, the driver may ask if the customer is willing to leave early. If the customer does not wish

to leave prior to the scheduled pick-up time, the driver will continue to wait until five (5) minutes past the scheduled pick-up time before leaving for the next pick-up or drop-off location.

Late Cancellations

Customers who wish to cancel a scheduled trip will call Paratransit Reservations at (509) 328-1552. It is important to cancel a scheduled trip as far in advance as possible – preferably by 5:00 p.m. the day before the ride. If a customer calls less than one (1) hour in advance of the scheduled trip, the cancellation will be charged as a No-Show in the Paratransit computer system. Paratransit Reservations is open from 8:00 a.m. to 5:00 p.m. seven (7) days a week, 365 days a year.

Missed Trips and Scheduling Errors

If a customer misses a trip for a reason beyond the customer's control, such as:

- sudden illness
- an appointment gets canceled at the last minute
- the appointment runs longer than expected

or, if a No-Show is charged incorrectly, customers are encouraged to call the Rider Hotline at (509) 325-6026, as soon as possible to notify Paratransit about the error. Under these circumstances, the missed ride will not be counted as a No-Show.